

**Michigan Rehabilitation Services (MRS)
DSU Update
Michigan Council for Rehabilitation Services (MCRS)
Thursday, November 8, 2022**

1. Budget

Federal Grants:

Vocational Rehabilitation:

FFY22 \$ 101,964,517
FFY23 - Estimate \$ 108,424,388

FFY22 Assistive Technology \$ 754,035

FFY22 Independent Living - Title VIIB \$ 354,316

Disability Innovation Funds: FFY 2022 - FFY 2026 \$ 15,825,520

Pre-Employment Transition Services:

FY22 Projected Expenditures \$ 16,883,576

2. Performance

- FY 22 summary –

Objective Tracking			
Events	Obj *	YTD Accom	% of Obj *
Application	14,684	13,351	91%
Eligible/Delayed	12,053	12,083	100%
Service	9,256	9,533	103%
Closed-Rehab	5,290	5,625	106%

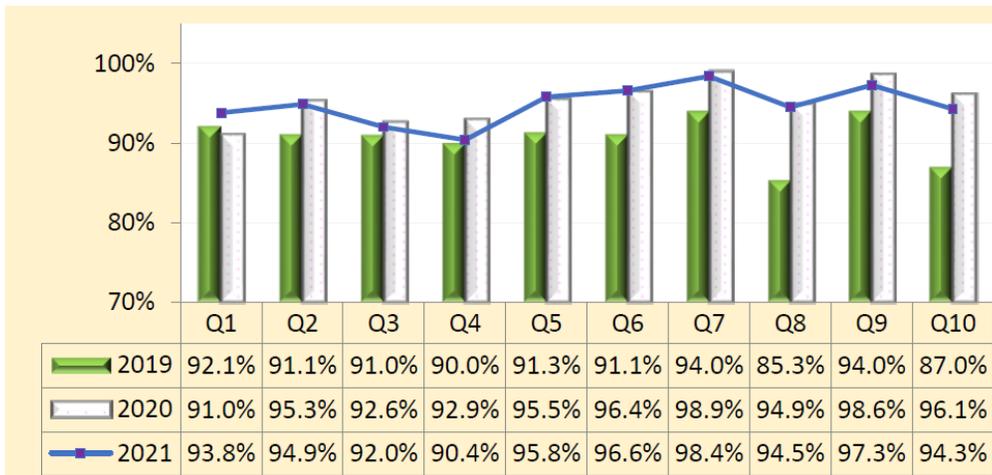
- Total customers served – 37,366
 - VR-27,840
 - PTA-9,526
- WIOA Performance measures
 - MSG -51.7% achieved for PY 21
 - MSG Goal for PY 21-19%
 - PY 22:
 - MSG Goal - 49.6%
 - CA Goal - 24.00%

- Median Earnings Quarter after exit - \$5,509
- Employment 2nd Quarter after exit - 58.30%
- Employment 4th Quarter after exit - 56.40%

3. Bureau Updates

- Highlights:
 - Hired Deputy Director
 - Champion Awards 10/13/2022
 - Michigan Workforce Development Board
- Challenges:
 - Staffing
 - As of 11/02/22 there are:
 - 101 positions in process
 - 484 active staff
- Rate Implementation
 - Phase 4 was implemented Oct. 1st
 - RSA Feedback
- OCR Website Review
- Customer satisfaction at Plan

Satisfaction Rates of All Respondents (FY 2019 - 2021)



- Q1. Active involvement in writing the IPE.
- Q2. Taking big enough part in choosing the services.
- Q3. Test results were explained clearly.
- Q4. Counselors helped understand my abilities.
- Q5. Satisfaction with my job goal(s).
- Q6. Counselors understood my needs.
- Q7. Counselors respected and cared about helping me.
- Q8. Phone calls were returned within a reasonable time.
- Q9. MRS staff made me welcome.
- Q10. Satisfaction with the overall experience with MRS.

As illustrated in the figure above, 94.3% of FY 2021 survey respondents indicated they were satisfied with their overall experience with MRS (Q10). It is noted that the 2021 overall satisfaction rate was lower than FY 2020 (96.1%), but higher than FY 2019 (87.0%). It has been consistently observed that customers reported the highest level of satisfaction in

relation to how they were welcomed by MRS staff (Q9, 97.3%) and their counselors respect and caring about helping them (Q7, 98.4%).

4. MCTI Update

- MCTI began Fall Term on campus July 11. 44 students graduated on 9/15/2022. Including Career Assessment Services, MCTI has served 307 students.
- 78% of our current students are Most Significantly Disabled, 20% Significantly Disabled and 2% Not Significantly Disabled.
- 51% of student's primary impairment is Cognitive Impairment, 27% Psychosocial Impairment, 10% Physical impairment, 7% Other mental impairment and 4 % Communicative impairment.
- 39% of student's primary impairment is due to Autism.
- Our highest referral sources are: Oakland County (39 students), Macomb County (29 students), Wayne County (27 students), and Kent County (21 students).
- A new digital press for the Commercial Printing Department allows students to print in full color and has in-line bindery functions. Students now have the opportunity to gain 16 industry-recognized certificates. The goal of the Commercial Printing Department at MCTI is to increase production work and function as a service bureau for the entire agency.
- The Automotive Department purchased a laser steering alignment system. With these new cameras and new targets, students learn tire alignment smoother and faster. The Auto Department also purchased a new scan tool, students learn to interface with vehicle computers which aids in diagnostic repair work and will prepare students for certification tests.
- MCTI received infrastructure improvements that include a new roof and paving. Planning continues with C2ae, possibly expanding the Machine Technology department and updating the dormitory and building bathrooms. 96% of students choose to live in the Dormitory, 3% choose Distance Learning, and 1% live in the Pine Lake Apartments.
- Funding structure for Workforce Development Apprenticeships in place September 2022, Apprenticeship Initiative Action to Apprenticeship (A2A)

launched as a partnership between Pine Lake Fund, BND, MRS District offices and MCTI.

5. DIF Update:

The STEMM-Up team just wrapped up the first year of their five-year Disability Innovation Fund (DIF) grant. During the first year, the team hired project staff and initiated a comprehensive needs assessment, using focus groups and surveys to review the use of technology by Michigan Rehabilitation Services (MRS) and Louisiana Rehabilitation Services (LRS) in service delivery, as well as MRS/LRS diversity, equity, accessibility, and inclusion (DEAI) policies and procedures. Upon conclusion of the needs assessment phase, Michigan State University (MSU) and Southern University Baton Rouge (SUBR) will compile and analyze focus group and survey data to provide recommendations to MRS/LRS on DEAI policies and procedures. The second phase will begin in early 2023 and will involve reviewing and implementing MSU/SUBR's recommendations, as well as rolling out services to individuals with disabilities from underserved populations in targeted districts in Michigan and Louisiana. Over the next four years, MRS and LRS aim to serve 850 individuals.